

# Bilingual Clerical and Customer Support Clerk

PROGRAM CODE: 30-106-11



Technical Diploma



COURSE	CREDITS
OFTECH-101 Office Technologies 1 .....	3
OFTECH-103 Keyboard and Keypad.....	1
OFTECH-104 Budgeting Basics for Support Personnel.....	3
OFTECH-183 Bilingual Customer Service Skills .....	3

CREDITS Total credits needed to complete this diploma	10
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Program curriculum requirements are subject to change.  
**Current MATC students should consult their Academic Program Plan for specific curriculum requirements.**

**Location:** West Allis Campus, MATC Education Center at Walker’s Sqaure

**Start Dates:** August and January

**Admission Requirement:** High school diploma or GED

**Financial Aid Eligible:** Yes.

Apply at [fafsa.gov](http://fafsa.gov). Use School Code 003866.

### Program Description

Offers wonderful training and confidence to the student when looking for a job. The student will acquire not only computer skills, but also customer service and math/budgeting skills.

### Career Outlook

Students completing this certificate gain a competitive advantage when applying for positions in a wide variety of office settings. Completers can perform exceptional customer service and a full range of clerical duties, including entering data into computer files, word-processing and preparing budgets.

### Program Learning Outcomes

- Perform basic knowledge of Office 365 (word processing), Excel (spreadsheets) and PowerPoint (presentations).
- Use effective workplace communications.
- Apply technology skills to business and administrative tasks.
- Perform touch keying of the alphabetic keys.
- Perform touch keying of the numeric and symbol keys.



**Complete Program Details**

**QUESTIONS?** 414-456-5323, 414-297-8903 or [leadpathway@matc.edu](mailto:leadpathway@matc.edu)